

Patent Claims

1. An information center (CC) in a telecommunication network, which information center is connected to an exchange (VST) and comprises both a mainframe (CTI), connected to the exchange (VST), and at least one information desk (AP) having at least one telecommunication terminal, characterized
 - in that the information desk (AP) is connected to the exchange (VST) and to the mainframe (CTI) via data transfer devices, and
 - in that the basic function of distributing the incoming calls and setting up a voice link to a telecommunication terminal on the information desk (AP) is incorporated in the exchange (VST).
2. The information center (CC) as claimed in claim 1, characterized in that the telecommunication terminal provided on the information desk (AP) is a personal computer (PC) which comprises means for voice input and voice output, means for connection to the telecommunication network and means for data transfer to the mainframe (CTI).
3. The information center (CC) as claimed in claim 1, characterized in that the telecommunication terminals provided on the information desk (AP) are a telephone (TEL) and a personal computer (PC), and in that the personal computer (PC) comprises means for voice input and voice output, means for connection to the telecommunication network and means for data transfer to the mainframe (CTI).
4. The information center (CC) as claimed in claim 1, characterized in that the at least one telecommunication terminal on the information desk

(AP) is connected to the exchange (VST) via at least one ISDN basic access.

5. A method for operating an information center (CC)
5 as claimed in one of claims 1 to 4,
characterized
- in that the exchange (VST) continuously checks
the ready status of the mainframe (CTI) and of
the telecommunication terminals, including the
10 communication links thereto, and detects any
fault arising,
 - in that the mainframe (CTI) continuously checks
the ready status of the telecommunication
terminals, including the data transfer path
15 thereto, detects any fault arising and reports
this to the exchange (VST),
 - in that, if the information desks (AP) cannot
be reached via the mainframe (CTI), the
exchange (VST) at least performs call
20 distribution and sets up a voice link to a
telecommunication terminal on the information
desk (AP).
6. The method as claimed in claim 5,
25 characterized in that, during fault-free
operation, the processes needing to take place
centrally for the information center (CC) to be
fully functional run on the mainframe (CTI), and
at least status reports from the units connected
30 to the exchange (VST) are processed within the
latter.
7. The method as claimed in claim 5,
characterized in that the restricted operation of
35 the information center (CC) is maintained by the
exchange (VST) on its own until the mainframe
(CTI) is ready to resume normal operation.

8. The method as claimed in claim 5,
characterized in that, if a telecommunication
terminal on the information desk (AP) cannot be
reached, at least call distribution and the setup
5 of a voice link to another, ready
telecommunication terminal on the information desk
(AP) are performed.